

Your Co-op



Overall the Best Deal in Town



Produce clerk Mel Venezuela (far left) and General Manager Ben Walker (left) are working hard to make this season bright!



Your Christmas Store!

Here in the North, visiting and hosting are big holiday traditions. That's why your Yellowknife Co-op Store is your Holiday Grocery Headquarters for all your entertaining and specialty foods.

You'll find those special shortbread cookies and sweet mincemeat pies in the Bakery Department, and pick up a gingerbread house kit for the kids.

Co-op makes entertaining easy and affordable. Pick up a Deli Department meat and cheese platter, beautifully presented with the freshest cheeses and delicious seasoned meats. At this busy time of year, please order a few days ahead. The same goes for Co-op's dessert, veggie, fruit and sandwich platters.

The Meat Department offers great selections of heat-and-serve chicken wings, Swedish meatballs and other tasty treats like smoked salmon, shrimp

and live lobster. Also find Grade A frozen turkeys and if you like a fresh bird, pick one up about a week before Christmas. For New Year's feasting, choose a top quality Country Morning or Cook's ham.

The Produce Department will make sure your Christmas stockings have juicy mandarin oranges and crunchy mixed nuts in the shell. And for your dinner table, holiday staples like yams, salad fixings and fresh BC cranberries.

What would the holidays be without sweets? The Grocery Department has stocked the shelves with all your baking needs plus candies and cookies to go along with your special eggnog.

As you celebrate this festive season, the Directors, Managers and over 130 staff of your Co-op wish you a safe, happy and festive holiday and a great New Year for 2009!



Ownership

Gas Rebate Cheques Are Ready!

The Co-op is paying out over \$280,000 in gas rebates. This payout is for gas purchases made between May 1 and October 31, 2008. Pick up yours in the store:

Wednesday December 3
5:30 to 9:00 pm

Thursday December 4
5:30 to 9:00 pm

Friday December 5
5:30 to 9:00 pm

Saturday December 6
9:00 am to 7:00 pm

Sunday December 7
10 am to 6:00 pm

Grocery Packing Dates

- Dec. 13 – École Allain St. Cyr
- Dec. 14 – YK Playgroup
- Dec. 27 – St. Pat's Basketball
- Dec. 28 – YK Skating Club.

Make a Wish Birthday Cake Draw

If you have a birthday coming up soon, drop your name in the entry box at the bakery counter and you could win an oven-fresh cake!

Recent winners:

- Jaslynn Menton
- Christine King
- Joey Boss
- Brent Sollazzo
- Rosemary Sutherland

No waiting is the goal for front end manager

For a store dedicated to top quality customer service, there's no place that's more true than at the checkout.

Keeping the tills open and lines moving are the focus of Jillian Benvie's workday. As Front End Manager, she has to make sure enough tills are open to meet the needs of the Co-op's members.

"It's my job to maintain and exceed the customer service experience," she says.

That means having the right number of her 24 staff at work running the 11 checkouts.

"Availability of staff is one factor; demand is the other," says Benvie. "I know that after supper is busier than 3 p.m."

With a little more than a year under her belt at the Co-op and 10 years experience in the hotel and hospitality industry, Jillian says she tries to follow a simple rule when it comes to opening checkouts.

"If we have two members in line, we have to open a new register," she explains. "My



Front End Manager, Jillian Benvie works to have all 11 cash registers staffed on Saturdays, the busiest shopping day of the week for Yellowknife Co-op.

goal is to have all 11 registers open on Saturday afternoons.'

Not afraid to get behind the register in a pinch, Benvie says learning to run the high-tech scanner and keypad is relatively easy, taking a couple of hours. More challenging is to memorize the various produce codes.

"I know about 95 per cent of the codes," she says, noting worker training is critical to making the checkout a positive experience for members.

"New cashiers watch first and then they get on the register while under supervision.'

And because customer service is a cornerstone of the Co-op experience, Benvie says one of the most important lessons for her staff is to be friendly and smiling. "And remember to use the member's name."

RE-USE

All week from December 7th through the 13th, buy one Co-op reusable bag and get one free!!!



Look us up on Facebook...

EMPLOYEE OF THE MONTH

Co-op job adds up to Fun!



Samara Wintringham, Employee of the Month, is an accounting clerk at the Yellowknife Co-op.

Her smile and laugh are infectious and employee of the month Samara Wintringham feels right at home at the Yellowknife Co-op.

She has lived in Yellowknife for six years and has worked as an accounting clerk at the Co-op for just over a year. On the job, she handles accounts receivable, accounts payable and receiving, and at home she and common-law husband of eight years Keenan Gauthier are raising two-year-old son Jacob Wyatt Gauthier.

Samara is originally from Saskatoon. Before joining the Co-op crew, she worked as an advertising representative at Northern News Services, at Langlois, Chic Chick and CD Plus.

At the Co-op, she's happy to be part of the team.

"I love the staff and management. It's a great team environment and there is room for advancement," she says. "I am on the social committee so I know there is a fantastic Christmas Party, Kids' Christmas Party and Summer Party!"

Working at the Co-op has other advantages, she says. Whether it's being able to grab lunch without going out or picking up a few groceries after work. Plus, "everyone is exceptionally friendly."

Samara feels right at home in Yellowknife, and she loves the chance to go camping with her family in the summer and loves the character of Old Town.

"I like how Yellowknife is such a laid back place and for the most part the people are great! I never have to rush to get anywhere and everything is so close that is never takes more than 20 minutes."

At home, she likes listening to music and crocheting, with a little "rocking out" to the Guitar Hero video game every once in a while.

Her dream vacation? Somewhere that's warm and is packed with plenty of history and culture, like Italy, France or maybe Brazil.

Member Referral Rewards

Members who get new members to join the Co-op family get a "signing bonus" of a \$20 gift certificate.

Recent referrals have come from:

- Terry Triffo
- Grace Lau-a
- Shari Wynne
- Ernie Constant
- Brianne Thompson
- Gail Danis
- Crystal Wilcox



just search for Yk Co-op!

Congratulations to Co-op Week winner Liz Turner

Scrabble!
Available
in the deli
December
12th



Liz Turner, with Kim Poulter of First Air, is the lucky winner of the Co-op week draw for a trip for two to Edmonton.

Your Co-op and First Air, the Airline of the North have developed a unique partnership. Members can pick up a Co-op Family Travel Plan card at the member Service counter. It contains a code which will allow members to get a special rate.



For more information please visit the member services counter!

www.ykcoop.com

Come visit with Santa!

Santa will be visiting the Co-op this holiday season so come on in and give him your list! Parents, don't forget to bring your cameras!

Friday, December 19
from 2 to 5 pm

Saturday, December 20
from 1 to 4 pm

Christmas Hours at Your Co-op

Store:

Sunday December 21 – 10 am to 6 pm
Monday December 22 – 9 am to 9 pm
Tuesday December 23 – 9 am to 9 pm
Wednesday December 24 – 9 am to 5 pm
Thursday December 25 – CLOSED
Friday December 26 – CLOSED
December 27 to 30 – Regular hours
Wednesday December 31 – 9 am to 5 pm
Thursday January 1 – CLOSED

Gas Bar:

Regular hours – 6 am to 11 pm
Regular hours
Regular hours
6 am to 5 pm
CLOSED
12 to 8 pm
Regular hours
6 am to 8 pm
12 to 8 pm



Contact us

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www.ykcoop.com

Store Hours

Mon. & Tues. 9 am – 7 pm
Wed. to Fri. 9 am – 9 pm
Saturday 9 am – 7 pm
Sunday 10 am – 6 pm

Gas Bar Hours

Monday to Sunday 6 am – 11 pm

Department

Member Services Counter
Member Relations Manager
General Manager
Accounting Manager
Human Resources Manager
Bakery Manager
Bakery Cake Orders

Ext.

237
270
221
224
245
242
232

Department

Corporate Sales
Deli Manager
Front End Manager
Gas Bar Manager
Grocery Manager
Meat Manager
Produce Manager

Ext.

269
230
226
235
238
229
228